WOOD AND CLAD/WOOD WINDOW AND DOOR LIMITED WARRANTY

MARVIN Windows and Doors
Built around you.

This Limited Warranty applies to Marvin windows and patio doors purchased from an authorized Marvin dealer, and extends to the owner of the structure in which the products are originally installed. This Limited Warranty is fully transferable. This Limited Warranty is applicable only to product installed in the U.S.A. and Canada. For information on warranties available in other countries, please contact Marvin at the address or phone number below.

Glass Components

Glass warranties apply to factory-installed glass or Marvin-supplied glass installed by Marvin-authorized service personnel. Clear insulating glass with stainless steel spacers is warranted against seal failure resulting in visible obstruction through the glass for twenty (20) years from the original date of purchase. All other glass and glass features are provided with the same warranties, limitations, and exclusions Marvin receives from its supplier; contact Marvin for further details.

Non-Glass Components

Non-glass components are warranted to be free from manufacturing defects for ten (10) years from the original date of purchase. Except as provided in Marvin's Limited Warranty Supplement for Products in Coastal Environments, Kynar® finishes and hardware are warranted to be free from manufacturing defects for ten (10) years, and anodized finishes and other specialty finishes are warranted to be free from manufacturing defects for five (5) years, from the original date of purchase. Electric operators and other motorized accessories are provided with the same warranties, limitations, and exclusions Marvin receives from its supplier; contact Marvin for further details.

Exclusive Remedy

If a covered defect appears during the term of the applicable warranty, Marvin will, at its option, repair or replace the product or component, or refund the price paid for the defective product or component. Removal, installation, finishing, refinishing, and disposal costs and services are not included. Marvin will endeavor to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are warranted for the remainder of the original product warranty.

Exclusions

Damage, defects, or problems resulting from causes outside Marvin's control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

Installation, Maintenance, and Acts of God

- installation not in conformance with Marvin's installation instructions and applicable building codes
- improper or non-standard field finishing
- non-standard installation, such as non-vertical or sloped glazing, upside down, or out of square
- installation or use in applications exceeding design standards
- field mulls; field finishes
- glass installed above 5000 feet without capillary tubes
- installation or use near pools, saunas, hot tubs, or other high-humidity environments
- failure to follow Marvin's care and maintenance instructions
- failure to properly treat, seal, and maintain exposed wood
- use of brick wash, razor blades or other inappropriate cleaners or chemicals
- misuse, abuse, modification, alteration, accident, negligence
- shifting or settling of the structure in which the product is installed
- extreme weather events, extreme or unusual atmospheric conditions
- normal wear and tear; normal discoloration or fading of finishes
- variation in wood color, texture, and grain
- glass imperfections consistent with ASTM or other industry standards, which do not affect structural integrity
- war, insurrection, civil unrest, terrorism, or other Acts of God

Warp Bow, twist, and warp shall not be considered defects unless in excess of 1/4″ in the plane of the door. Doors 8′ or higher ordered without multi-point hardware are not performance-certified and are not warranted against bow, twist, or warp.

Synthetic Stucco Installation in structures that do not allow for proper moisture management, e.g., exterior insulation and finish systems (EIFS) or "synthetic stucco" is not covered under the Limited Warranty.

Thermal Efficiency Marvin does not warrant the amount or percentage of argon or other inert gas present in insulating glass at any time after manufacture. Inert gas dissipates over time, and may be ineffective in products manufactured with capillary tubes. Thermal efficiencies vary with the application of the product. Marvin does not warrant a specific level of thermal efficiency will be maintained by inert gas, low emissivity coatings, or other product features.

Condensation Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on product surfaces is not covered by the Limited Warranty.

Corrosion Finish failure or corrosion of aluminum cladding, anodized and other specialty finishes, hardware, or other components due to environmental conditions such as air pollutants, acid rain, salt, sand, chemicals, or other corrosive substances is not covered by the Limited Warranty. Corrosion, deterioration, or wear of aluminum cladding and hardware in products installed within one (1) mile of a seacoast is not covered, except as provided in Marvin's Limited Warranty Supplement for Products in Coastal Environments. Anodized and other specialty finishes and non-Coastal Hardware installed within one (1) mile of a seacoast are not warranted.

Screens Screens are not designed to, and will not prevent falls.

Disclaimers, Limitations, and Additional Terms and Conditions

Disclaimers **This Limited Warranty is the only warranty, written or oral, express or implied, provided by Marvin. No dealer, employee, or agent of Marvin, nor any third party, may create or assume any other liability, obligation, or responsibility on behalf of Marvin. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible term and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claim so affected will be as provided in this Limited Warranty. Any product or component not specifically subject to this Limited Warranty or another written Marvin product warranty is provided AS IS and without warranty. This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from state to state. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFUL LIFE OF ANY MARVIN PRODUCT, BUT ONLY A WARRANTY TO REPAIR, REPLACE, OR REFUND.**

Limitations **IN NO EVENT WILL MARVIN BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT WILL MARVIN'S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT**. The limitations of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this Limited Warranty is found to have failed of its essential purpose.

Certifications and Ratings Many standard Marvin products are labeled with the Window & Door Manufacturers Association (WDMA) Hallmark Certification. WDMA Certification is based on the performance of a single sample of the product at the time of manufacture. Many standard Marvin products are labeled with National Fenestration Rating Council (NFRC) ratings. NFRC ratings are based on a combination of computer simulations and physical testing of product samples. Certifications and ratings apply to single products only and do not apply to mulled or combined products. Performance of individual products may vary and will change over time, depending upon the conditions of use. WDMA certifications and NFRC ratings are not performance warranties. For details on Hallmark Certification, go to www.WDMA.com. For details on NFRC Energy Performance ratings, go to www.NFRC.org.

Suitability Determining the suitability and compliance with local or other applicable building codes or standards, of all building components, including the use of any Marvin product, and the design and installation of any flashing or sealing system, is the responsibility of the buyer, user, architect, contractor, installer, and/or other construction professional. Marvin will not be liable for any problem or damage relating to inappropriate or faulty building design or construction, maintenance, installation, or selection of products. Marvin does not warrant any product's compliance with local or other applicable building codes or standards, or its suitability for use in connection with a project seeking third party certification to any standard.

No Waiver Marvin may, in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Marvin's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

Warranty Claims All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a warranty claim, contact your local Marvin dealer or distributor. If you do not know the name of your local dealer or distributor, use the "Where to Buy" feature at www.marvin.com, or call 800-533-6898 to locate the one nearest you. If, after five days, your dealer or distributor has not responded, send a written request to Marvin Windows and Doors, PO Box 100, Warroad, MN 56763, Attn: Warranty Department. Include the following information: your name, address, and telephone number, the date you purchased your product, the name of the dealer or distributor from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer or distributor. Once we've received your letter, we will respond to your claim promptly.

GENERAL PAINTING / STAINING and CARE INSTRUCTIONS

ATTENTION: Immediately following installation, all windows and doors must have a top quality finish applied to exterior and interior wood surfaces including top, bottom, and side edges of sash or panels. Periodically repaint the exterior or refinish the interior as needed to avoid damage to the wood parts.

Be sure to fill nail holes with appropriate compound ensuring compatibility with your chosen finish.

IMPORTANT: For refinishing information on Alternate Species, please see, "General Painting and Staining Instructions - Alternative Species", part number 19970054.

CAUTION: When applying a finish, it is imperative that you do not come in contact with weatherstrip, vinyl, plastic, metal or any other non-wood parts. Do not apply a finish to any surface which has an abrasive or sliding contact with another surface. Solvents in paints, stains and varnishes will cause plastic or vinyl parts, in particular, to become brittle and require replacement.

Do not use cleaners containing abrasives or solvents on Marvin products. Clean with mild detergent and warm water.

IMPORTANT: Clean and dry bare wood surfaces before applying your choice of finish. Remove handling marks, debris, or effects of exposure to moisture by sanding lightly with 220 or 320 grit sandpaper.

Do not paint over aluminum cladding.

Stain or clear coat finishes are not recommended for exterior wood window and door surfaces. Do not apply lacquer or varnishes over primed parts.

Marvin treats exposed millwork on windows and doors with a water repellant wood preservative. If any portion of the millwork is cut off or otherwise disturbed, untreated wood will be exposed to the elements and may deteriorate. **Untreated wood must be protected** by a water repellant wood preservative which contains at least 0.5% IPBC. Apply as recommended by the treatment manufacturer. Failure to retreat properly or adequately voids warranty.

EXTERIOR

PAINTING: Apply one coat of primer (if not factory primed) and two coats of top quality exterior paint according to the paint manufacturer's instructions. Paint with sash or panels open (or removed) and do not close until thoroughly dry. Lap the finish coat 1/16 "onto the glass for a proper moisture seal. This does not apply to SDL (simulated divided lite) or ADL (authentic divided lite).

INTERIOR

Paint with sash or panels open (or removed) and do not close until thoroughly dry.

PAINTING: Apply one coat of primer (if not factory primed) and two coats of top quality paint according to the paint manufacturer's instructions.

STAINING: Apply stain according to the manufacturer's instructions with additional coats of stain applied until the desired color is achieved. Care should be taken to keep the stain from wicking behind the muntin bar or into the glass rabbet. After the stain is thoroughly dry apply at least two coats of sealer.

GLASS CLEANING INSTRUCTIONS

WARNING: DO NOT USE SCRAPERS FOR CLEANING GLASS. GLASS SCRATCHED BY A SCRAPER IS NOT COVERED UNDER THE MARVIN WINDOW AND DOOR WARRANTY.

CAUTION: Do not clean glass when it is exposed to direct sunlight.

Start cleaning glass at the top of the building and continue to lower levels. Soak the glass surface with a clean water and soap solution to loosen dirt and debris. Then use a mild, non abrasive commercial window cleaning solution. Dry all cleaning solution from window gaskets, sealants and frames.

REMOVING LABELS FROM GLASS

CAUTION: Do not remove labels when exposed to direct sunlight. Cleaning agents are not to come in contact with weatherstrip or finishes.

For best results, labels and adhesive residue should be removed from glass as soon as possible after installation. The following information may help in removing labels:

1. Soak the label thoroughly with isopropyl alcohol (rubbing alcohol). Rub the alcohol into the label with a gentle motion until the adhesive and label are removed.
2. Soak the label thoroughly with acetone (nail polish remover) and peel the label off after a few minutes.
3. After removing labels and residue, apply a mild soap or detergent to the entire glass surface by either spraying or using a clean, grit-free cloth or sponge. Clean the glass in a circular motion, applying light to moderate pressure.
4. Rinse the glass surface immediately with generous amounts of clean water to remove cleaning solution from the glass surface. Using a squeegee or clean lint-free cloth, remove water from the glass surface.

CONDENSATION

Warm air carries larger amounts of water than cold air. When warm moisture laden air contacts a cool surface the moisture in the air will form on that cooler surface.

WHAT SHOULD I DO? Determine how much moisture is in your home with an inexpensive Hygrometer from your local hardware store. Place the Hygrometer in your home for a few days and record the readings each day. Then compare this data to the following chart:

As outside temperatures drop, the indoor relative humidity level of your home should be decreased. For homes equipped with at least insulating glass in their windows, the University of Minnesota Agriculture Extension Service gives the following levels that can be maintained without causing window condensation.

Outside Air Temperature		Inside relative humidity for 70° F (21° C) indoor air temperature
-20 degrees F	-29 degrees C	15 to 20 percent humidity
-10 degrees F	-23 degrees C	20 to 25 percent humidity
0 degrees F	-18 degrees C	25 to 30 percent humidity
+10 degrees F	-12 degrees C	30 to 35 percent humidity
+20 degrees F	-7 degrees C	35 to 40 percent humidity

If your relative humidity is higher than this chart, write to Marvin Windows and Doors for our free "Home Moisture and Condensation" brochures. If your relative humidity is within the range of the table, contact the closest Marvin window and door dealer, set up an appointment for us to visit your home. Please keep your recorded humidity data handy as this is important information needed by our customer service representative.

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